



Product Name: Aquaport Premium Signature Filtered Water Cooler  
Model: AQP-20SIL



### 1. Water leaking

**Possible Cause: Rear drain plug not installed correctly**

Unscrew and re-screw the rear drain cap onto the thread pipe, ensure cap is screwed on hand tight, as over tightening the cap can cause cross threading and leaks.



### 2. Not cooling

**Possible cause: Not plugged into mains power wall socket**

Check to ensure power plug is inserted into the mains power wall socket. Turn on unit and check power light is on.

**Possible cause: Cooler power switch no turned on**

Turn on green power switch located at the back of the unit, power indicator will turn on.

### 3. No water flow through filter cartridges

**Possible cause: Filters are old and needs replacing**

Replace filter cartridges every 600 litres or 6 months, whichever occurs first, or whenever you detect a change in taste, odour or a decrease in flow.

**Possible cause: Filtered water chamber is low**

Fill unfiltered water chamber with more water. Wait for water to filter through cartridge and into the filtered water chamber.

**Possible cause: Filter media inside cartridge blocked**

Soak filter cartridges under water for 20 minutes and shake vigorously under water to loosen filter media.

### 4. Water is black or black particles

**Possible cause: Fine filter media**

Filter media is activated carbon and resin, which are black in colour.

Soak filter cartridges under water for 20 minutes and shake vigorously under water to rid filter of and fine activated carbon particles that are getting pass the fine filter mesh. The carbon particles are food safe and will not impair the performance of your filter.